Qwest
Process to be used for New Splitter installation
Steps in Overall Collocation Workflow

1. Receive order.
2. Review Collocation order for accuracy.
3. Conduct order review meeting.
4. Identify unique ACTL/CLLI (Common Language Location Identifier) for FS if demarcation is at Collocation site.
5. Provide feasibility.
6. Send feasibility to Account Team and CLEC.
7. CLEC receives feasibility.
8. Provide Quote and ACTL to Account Team and CLEC.
9. Provide ACTL to Service Delivery Center.
10. Complete engineering.
11. Preliminary APOT issued.
12. Forward preliminary APOT to appropriate organizations.
13. Preliminary APOT forwarded to Account Team and CLEC.
14. TIRKS build PA.
15. ACTL loaded.
16. N&C order to establish Billing Account Number (BAN).
17. Wait for Access Service Request (ASR) END.
18. Installation of all pre-provisioned facilities including copper demarcation.
19. Notify that installation of pre-provisioned facilities is complete.
20. Installation completion notice received by appropriate organizations.
21. TIRKS records are input in a pending add status.
22. Appropriate organizations notified of records in TIRKS.
23. TIRKS inventory put in effect status.
24. APOT will be sent to appropriate organizations.
25. APOT sent to State Interconnect Manager and Account Team.
26. CLEC receives final APOT.
27. CLEC notified Ready For Service complete.
28. Account Team provides completion package internally.
29. APOT received by State Interconnect Manager.
30. Customer is notified for final walkthrough.

**Commitment dates for these activities may vary depending on the language in the CLEC agreement.

Qwest Response to COVAD Question on Splitter Testing

In June, Mike Zulevic from COVAD contacted Gerald ("Jerry") Shypulski from Qwest regarding Line Sharing splitter installation testing. In particular, Mr. Zulevic asked if streaker cards were used in the testing.

At the time of the contact by Mr. Zulevic, Qwest's installation work, to meet the CLEC-agreed to, initial rollout timeframes for Line Sharing splitter installation was well underway. In fact the work was near completion, with a targeted completion date of July 31.

Qwest was testing the splitters using a continuity test, cable pair by cable pair, to check that there were no "opens" on the cables. At the time, the manual continuity test was used in lieu of streaker card tests due to lack of availability of the streaker cards. Given the timeframes and volumes, Qwest viewed that the continuity tests provided as close to an equivalent level of testing to that of the streaker cards as was possible at the time, given the situation.

Streaker cards were not initially available on a mass basis for this deployment. Manufacturing delays experienced with the vendor were the reason for the delays in the ready availability of the streaker cards to meet the July 31 date.

Mr.Shypulski contacted Mr. Zulevic via email and advised that the streaker cards were used to test the splitters if the particular installation crew was in possession of the card. Not all installations were tested using streaker cards because not all of our installation crews had them. Where the crew did not have streaker cards, the manual continuity testing was done.

CUSTOMER SERVICE INQUIRY AND EDUCATION GROUP
STATUS, QUERY, & ASSISTANCE PROCESS

Center Hours are 6 AM to 8 PM, Monday-Friday, 7AM – 5PM Saturday, Mountain Standard Time
(All calls after the center hours are referred to the AMSC @ 1-800-223-7881)

TIER	NAME,GROUP/TITLE	PHONE NUMBER	FUNCTION
0	Call Center Representative	888-796-9087	LSR/Order Status, Queries on Completion, Due Dates, FOC's, Assisting with LSR Prep, Re-send FOC's/Rejects
1	Customer Service Inquiry and Education Group Representative	See product sheet for your support team list & T/N's	Missed FOC intervals, Due Date Expedites, Cut Overs, Out of Service, Emergency Cancels or Due Date Changes, Missed Due Dates, Feature Discrepancies
2	Customer Service Inquiry and Education Group Managers		Missed Commitments of Customer Service Inquiry and Education Group Reps, Assist Team with Issues and Escalations
	* *Duty Pager*	*303-201-4939*	
	Emily Mangin	303-298-2204	
	Steve Kast	303-299-0870	
	Stephanie Skarbek	303-299-0961	
	Cathy McGinness	303-298-2441	
	Ramona Zamora	303-298-2510	
	Diane Highland	303-298-2511	

* One of the Customer Service Inquiry and Education Group managers always carries the duty pager.
It is rotated to cover hours of operation.

TIER	NAME,GROUP/TITLE	PHONE NUMBER	FUNCTION
3	Team Leader		
	Terry Simmons	303-298-2432 Pager 800-946-4646 PIN # 141-2923	Missed Commitments of Customer Service Inquiry and Education Group Managers
4	Director		
	Ken Beck	303-896-8805 Pager 800-946-4646 PIN # 141-4032	Missed Commitments by Team Leader
5	Vice President		
	Christie Doherty	303-896-0848	
	Mary Beer	303-965-0984	

Updated October 16, 2000

ED/SHARED LOOP

Customer Service Inquiry and Education Group

PRIOR TO 48 HOURS BEFORE DUE DATE

- Service Affecting Problems - Refer to Retail Repair (800) 954-1211
- Any Order Changes (i.e. due date change, order content change) - send supplement

PRIOR 48 HOURS BEFORE DUE DATE TO 72 HOURS AFTER COMPLETION

center
(800) 796-
9087

- Non-service affecting problems (i.e. resend FOC, reject, billing, status) - Open ticket with call center (888) 796-9087
- Any Order Changes - send supplement and contact call center (888) 796-9087

BEYOND ORDER COMPLETION

- Any Service Affecting problems - Call Repair Service (800) 223-7961

TEAM CONTACTS			
Manager:	Stephanie Sharlock	303-299-9961	
	* Duty Pager	303-201-4039	
	Hours: Mon-Fri, 8 AM - 8PM		
	Sat. 7AM - 7 PM		
	* Duty pager is used only over nights & weekends		
	Grace Anderson	303-298-2163	
	JoAnn Aranda	303-298-2123	
	Jenni Armento	303-298-2160	
	Delores Colling	303-298-2918	
	Sue Calvin	303-298-2674	
	Vicki Davis	303-298-3320	
	Vickie Douglas	303-298-3311	
	Carolyn Draper	303-298-2154	
	Marie Guzman	303-298-2114	
	Lorraine Montia	303-298-2109	
	Elisa Salzano	303-298-2198	
	Richard Stewart	303-298-2174	

Account Maintenance Support Center /Wholesale Repair Escalations

Tier	Communication Repair	Numbers	Type of Service	Info To Provide
1	Initial Trouble Report/ Status/Escalation	1-800-223-7881	Type 2 Trunking HI-CAP (DS1, DS3) DSO	2/6 code or Trunk Group # or Circuit ID
2	Status/Escalation Desk	1-800-223-7881		Trouble Report Ticket Number
3	Center On-Call Coach On-Call duty rotates, please call center to have appropriate coach contacted.	1-800-223-7881		Trouble Report Ticket Number
	Tazaine Welch	1-303-985-3717		
	Carla West	1-303-298-3109		
	Rick Pryor	1-303-896-5507		
	Scott Riley	1-303-299-0773		
	TBA	1-303-965-1179		
4	Please call the AMSC to Page if call back requested after hours			Trouble Report Ticket Number
	Team Leader Joan Masztaler	303-896-8331		
	Director Ken Beck	303-896-8805		
5	Vice President			Trouble Report Ticket Number
	Christie Doherty	1-303-896-0848		
	Escalations Mgr for VP			
	Mary Beer	1-303-965-0984		
	Veronica Lopez	1-303-896-0207		
6	Executive Vice-President			Trouble Report Ticket Number
	Greg Casey	1-303-992-2787		
911 Trunks	Initial Trouble Report/ Status/Escalation	1-800-357-0911		Circuit ID or 2/6 Code

POINTS OF CONTACT / ESCALATION: IMA

INTERCONNECT MEDIATED ACCESS - SYSTEM AVAILABILITY FOR PRE-ORDER / ORDER
FUNCTIONS
            - hours of operation   6a.m. - 10p.m. Monday - Friday
                                          6a.m. - 8p.m. Saturday

These hours apply to both Interconnect Mediated Access - Graphical User Interface (IMA-GUI) and Interconnect
Mediated Access - Electronic Date Interchange (IMA-EDI)

WHOLESALE SYSTEMS HELP DESK (TECHNICAL / IMA SYSTEM SUPPORT)
CLECs experiencing trouble with the IMA system itself (e.g. trouble accessing IMA; trouble performing certain
functions) call the Wholesale Systems Help Desk at 1-888-796-9102. The Wholesale Systems Help Desk hours of
operation are as follows:
                                          6a.m. - 8p.m. Monday - Friday
                                          7a.m. - 3p.m. Saturday

            - hours of pager support: 8p.m. - 10p.m. Monday - Friday
                                       6a.m. - 7a.m.; 3p.m. - 8p.m. Saturday

            - hours of pager support for repair and maintenance: 24/7

When a CLEC representative calls the Wholesale Systems Help Desk when the help desk is closed, the CLEC
representative has the option of leaving a voicemail message. If the CLEC representative leaves a voicemail
message, the Wholesale Systems Help Desk voicemail system then activates the Wholesale Systems Help Desk duty
pager. This pager is always in the possession of one of the Wholesale Systems Help Desk representatives; the
Wholesale Systems Help Desk representatives share the duty pager responsibilities. If the duty pager is activated
between the following times:
            1) 8-10p.m. Monday - Friday,
            2) 6-7a.m. Saturday, or
            3) 3-8p.m. Saturday,
the Wholesale Systems Help Desk representative that has the pager at the time will respond to the page by calling
the CLEC representative back. If the duty pager is activated during the following times:
            1) 10p.m. - 6a.m. Monday - Friday,
            2) 12:00a.m. - 6a.m. Saturday, or
            3) 8p.m. Saturday - 6a.m. Monday,
the Wholesale Systems Help Desk representative that has the pager at the time will not respond to the page unless
the message the CLEC representative has left is in relation to repair and/or maintenance. The Wholesale Systems
Help Desk duty pager supports CLECs' repair and maintenance needs 24 hours per day, seven days a week.

Regardless of when a CLEC leaves a voicemail message at the Wholesale Systems Help Desk, and regardless of the
nature of the CLEC's voicemail message, a representative from the Wholesale Systems Help Desk will always
follow-up with the CLEC during regularly scheduled Help Desk hours to make sure the CLEC's needs were met to
the best of Qwest's ability.

ISC HELP DESK (NETWORK / INTERCONNECT SUPPORT)
CLECs in need of general interconnection support (e.g. need to check the status of an order) call the Interconnect
Service Center (ISC) Help Desk at 1-888-796-9087. The ISC Help Desk hours of operation are as follows:

IMA-GUI / EDI Hours of Operation are also listed on the following Qwest Wholesale web site:
http://www.uswest.com/wholesale/cicmp/ossHours.html
all times listed in this document are in Mountain Standard Time (MST)
5a.m. - 7p.m. during daylight savings because of AZ

6a.m. - 8p.m. Monday - Friday
7a.m. - 5p.m. Saturday

5a.m. - 7p.m. during daylight savings because of AZ
6a.m. - 4p.m. during daylight savings because of AZ

Splitter Installation Point of Contact/Escalation

For splitter installation issues and escalation process:

♦ The CLEC would call in to the QWEST account team.
♦ For escalation within the account team – see account team hierarchy on
http://www.uswest.com/wholesale/index.html

From: "Randolph, W. Scott (DC)" <srandolph@verizon.com>
To: "'kfarroba@fcc.gov'" <kfarroba@fcc.gov>
Date: Fri, Nov 17, 2000 5:24 PM
Subject: FW: Verizon Line Sharing Information

Kathy,

Attached is a copy of the information we sent to the line sharing workshop
participants today. Please call if you have any questions.

Scott Randolph
Director - Regulatory Affairs
Verizon Communications
202-463-5293
202-463-5239 (fax)
srandolph@verizon.com

-----Original Message-----
From: barbara.a.banta-lent@bellatlantic.com
[mailto:barbara.a.banta-lent@bellatlantic.com]
Sent: Friday, November 17, 2000 4:31 PM
To: JOxman@covad.com; lchase@covad.com; VEvans@covad.com;
wweston@rhythms.net; kscardino@rhythms.net; jd3235@corp.sbc.com;
gf0215@sbc.com; hsiegel@ip.net; mw3692@sbc.com; mb2239@sbc.com;
rc2672@sbc.com; mretka@qwest.com; tommy.g.williams@bridge.bellsouth.com;
brenda.b.slonneger@bridge.bellsouth.com; jgentry@ip.net;
mxnewma@qwest.com; kathleen.levitz@bellsouth.com; dbender@usta.org;
jlee@comptel.org; bfarley@rhythms.net; rwilliams@rhythms.net;
JMoham@covad.com; ABrar@covad.com; bflinchu@covad.com;
MZulevic@covad.com; charles.kiederer@bellatlantic.com;
DONNA_M._EPPS%GCO@bellatlantic.com;
augustine.j.trinchese@bellatlantic.com; SRandolph@dcoffice.gte.com
Cc: john.l.white@bellatlantic.com; rosemarie.clayton@bellatlantic.com;
marion.t.conway@bellatlantic.com; jackie.cordes@telops.gte.com;
e.kruse@telops.gte.com; amy.stern@bellatlantic.com;
richard.rousey@telops.gte.com
Subject: Verizon Line Sharing Information

The attached document is Verizon's submittal on the items requested by the
group
at the October 31st Line Sharing Workshop.

(See attached file: fcc1117report.ppt)

Verizon

Line Sharing Issues Overview
FCC Response

November 17, 2000

1

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Topics Covered

- Training Overview
- Loop Qualification
- Quality Control Process
- Post Order Completion Resolution Process

2

Line Sharing Training

- Timelines
- Service Order Preparation
- Central Office Wiring
- Maintenance Center

3

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Training Procedures Across Disciplines

- Training for Management   May
- Training for Associates   May - ongoing
- Refresher Training   Sept - ongoing
    - Locations selected by utilizing CLEC forecasts
- Job aids provided at time of training
- Methods & procedures provided at time of training
- Job aids provided on the corporate web are updated continuously
- CLEC-specific job aids posted   November 2000

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Service Order Training

- Service Representatives were trained in instructor-led, hands-on sessions

- Training Content
  - Line Sharing and ADSL Overview
  - Line Sharing Ordering Procedures
  - Loop Conditioning Procedures
  - Cooperative Acceptance Testing & Coordinated Testing Procedures
  - Line Sharing Order Entry Procedures
  - LSR Forms-How to identify Line Sharing
  - Order Entry Process Flows
  - Line Sharing Disconnects
  - Service Order Examples   5

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Central Office Wiring Training

- Technicians trained by Team Leaders

- Training Content
  - Background
  - Methods and Procedures, Job Aids
  - Line Sharing Technical Overview
  - Network Creation Procedures
  - Provisioning and Maintenance Procedures
    - CLEC specific - wiring for various splitter options
  - Installation Acceptance Procedures
  - Removal of Line Sharing from a Local Loop and conversion from Line Sharing to an Unbundled Loop Procedure
  - Loop Conditioning Procedures

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Maintenance Center Training

- All RCMC associates trained by Team Leaders and Associate Trainers
- Training Content
  - Background & Technical Requirements
  - Customer Care Center Responsibilities
  - Maintenance Procedures
  - Loop Conditioning Procedures
  - Trouble Report Handling Procedures (mechanized or manual)
  - Dispatch In/Dispatch Out Procedures
  - Trouble Report Close Out Procedures
  - Provisioning Procedures
    - Cooperative Acceptance Testing

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Line Sharing-Methods and Procedures

- Methods and Procedures have been issued for the TISOC, Provisioning Center (CLPC), Maintenance Center (RCMC), field maintenance forces, and engineering.
- All M&Ps provide an overview of Line Sharing, and detailed information required by the particular workforce the M&P is designed for.
- These M&Ps are updated on an ongoing basis to reflect new policies and procedures.
- For the central office workforce multiple M&Ps have been issued covering Network Creation, Provisioning, Maintenance, DSL test sets, time and charging reporting information. Details on splitter configurations and specific directions for conventional and cosmic frames are addressed.
- Job aids for each splitter placement option have been developed and ordered for all COs. These job aids which will be located at the frame, provide an easy to use step-by-step guide for technicians.

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Line Sharing Training - External

- April 19, 2000 CLEC Spring Conference, Boca Raton, Florida
- May 16, August 14, August 29 State Commission Sessions
- June 28, 2000 CLEC Workshop, NYC; workshop training material published on CLEC website: http://www.bell-atl.com/wholesale/html/ie_workshops.htm
- September 12, 2000 WVA Telephone Ass'n
- October 27, 2000 VA Telephone Association
- December 7, 2000 CLEC Workshop, NYC

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Line Sharing Loop Qualification Process - East & West

- Line Sharing is available only on an xDSL-capable loop that has been pre-qualified.

- Verizon offers CLECs various options for pre-qualifying a loop. The same loop pre-qualification processes exist for both line sharing and unbundled xDSL capable loops.

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Loop Qualification

- Website Information
    - www.verizon.com/wholesale
    - www.wwwclecsupport.com
- Loop Qualification procedures
    - CLECs can pre-qualify loops electronically through certain loop qualification products. They can also supplement the electronic results by requesting a manual pre-qualification process.
- Loop Information provided:
    - Loop length
    - Qualification for ADSL
    - Reasons for non-qualification such as excessive loop length, presence of DLC, presence of load coils, presence of T-1 in the binder group
    - MLT test to determine specific loop length
    - Composition of the loop (e.g. copper, fiber, coax)
    - Existence, location and type of any electronic or other equipment on loop (e.g. DLC, remote concentration devices, bridged taps, load coils, feeder/distribution interfaces, pair gain devices, T-1 in the binder group)
    - Loop length, including the length and location of each type of transmission media
    - Wire gauge(s) of the loop
    - Electrical parameters of the loop   11
    - Engineering work in progress on the cables housing the loop

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Quality Control Process

- Quality Acceptance Process
- Quality Audit Process
- Order Completion Quality Process

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Quality Acceptance Procedure for Splitter and Cable Installation

- Engineering Standards Developed in April
- Installation Quality Checklist Developed and Implemented in June
- Conducted by Local CO Management
- Vendor's Test results accepted
- Verified Inventory database information
- Specialized Team conducts detailed inspection of line sharing installation job

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Central Office Installation Quality Acceptance Process - Continued

- **Quality Checklist Key Items**
  - Continuity Test Performed
  - Physical Equipment Layout Verified
  - Stenciling Verified
  - Cable Terminations and Connectors Verified

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Central Office Installation Quality Audit Process

- **Specialized Team conducts detailed inspection of line sharing installation job**

- **Joint remote test with CLEC upon request to ensure wiring and records accuracy**
  - Pre-arranged appointment   15

Order Completion Quality Control Process

- Customer Loop Provisioning Center (CLPC) Management of each order
- Review of Frame Completion Report
- MLT, 4-Tel Test Results

- Order is updated as complete only if frame complete report and MLT results are positive

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Order Trouble Completion Resolution Process

- DLEC should test no later than Due Date + 1
- Service issues are resolved before DLEC dispatches to end user - not during visit at customer premise
- Verizon process is tailored for each DLEC's capabilities and processes.
- Trouble Ticket Issued - common to all DLECs
- Each DLEC has different testing equipment/process (IVRS, MLT, Harris, etc.)
- Some splitters with signature (MLT enhanced testing)
- Joint remote testing is first choice
- Joint physical meet only if necessary

17

From:	"Di Bene, John (Legal)" <JD3235@corp.sbc.com>
To:	"Oxman, Jason" <JOxman@covad.com>, "Chase, Lans" <...
Date:	Fri, Nov 17, 2000 5:06 PM
Subject:	SBC Contributions -- Line Sharing Technical Conference

Attached are the documents SBC agreed to provide participants during the Oct. 31 Line Sharing Technical Conference. Enclosed is: a log of line sharing implementation issues, a draft summary of SBC turn-up testing procedures, a draft summary of SBC maintenance testing procedures, an overview of SBC's current loop qualification processes and planned improvements in the Ameritech region, and an overview of SBC's current loop qualification processes and planned improvements in the SWBT, PB, NB, and SNET regions. I also have also enclosed SBC's escalation lists, as updated November 13th.

Please feel free to contact me if you have any questions. I can be reached at 202 326 8907.

FCC CLEC Line Sharing Issue Log:

11/14/00

CLEC Alleged Issues	Proposed Action		Status

Inventory: CLEC and ILEC inventory in the SWITCH/FOMS database is missing or incomplete, causing fallout. (Refer to Issues 1 - 3 on the CODSLAM Network Services Log for complete description.)	1) Resolve issues associated with timely & accurate input of CLEC/ILEC splitters and CFAs.
	2) Define and deploy consistent process for resolving SWITCH/FOMS inventory issues.
			Correct office capacity amounts in SWITCH / FOMS that do not match deployment plan
			    AIT: 11/30 Completion
			    PB: 11/30 Completion
			    SNET: Completed
			    SWBT: 11/30 Completion
			
			Performed a reconciliation of what the entire CLEC inventory shows compared to what we have in SWITCH/FOMs. This reconciliation was completed for COVAD on 11/13/00. The reconciliation for Rhythms is underway and is expected to complete by 11/17/00.

Network Infrastructure: Physical installation not always completed accurately and completely. Problems include missing or incorrect stenciling, cross-connects or splitters not wired or wired incorrectly, or cards not installed. (Refer to Issues 1 - 2 on the CODSLAM Network Engineering Log for complete description.)	1) Create a checklist to validate that all installed equipment is stenciled and installed correctly. Analyze results.
	2) Develop process to audit MOPs (work complete, accurate, and approved).
			Physical re-verification of ILEC owned splitter equipment (shelves, cards, blocks & stenciling) in each of the regions:
			    OK/AR: 11/10
			    MO/KS: 12/8
			    DFW: 12/30* (Stat Samples complete)
			    HOU: 12/30* (Stat Samples Complete)
			    CTX: 12/30* (Stat Samples Complete)
			    PB: Completed
			    AIT : Completed
			    SNET: Completed

				Validation that original Phase 1, 2 & 3 offices have been inventoried in SWITCH / FOMS
				    AIT : 11/30
				    SWBT: Completed
				    SNET: Completed
				    PB/NB: Completed
				
				Fully validate installation quality for all new types of equipment (splitters) until the Cluster Vendor demonstrates an acceptable quality level. Acceptable level of quality established for each Installation Vendor by the local General Manager. Continue to use Quality Teams to validate overall performance. Reinforce existing M&P requirements with Installation Vendors to assure completion of all continuity tests associated with equipment 12/31/00 completion

Provisioning Validation: Line organizations are not adequately trained, or training has become cold storage, so that the correct procedures for handling Line Sharing orders is not clearly understood, causing delays or errors in completing service orders. (Refer to Issue 1 on the CODSLAM Wholesale Marketing Log.)	Develop "initial office entry" process for using first Line Sharing order with an ILEC-owned splitter and CLEC-owned splitter in each C.O. This first live order will be a test order that, upon entry into the LSC/LOC, will be hand-paddled through the end to end process. Training, procedure and process issues will be identified and addressed as the order proceeds through the provisioning process.			The agreement at this point is to walk initial orders through the process for an initial office entry by a CLEC for Line Sharing. This will fall to the LSC to monitor and implement as needed. It was agreed that we should focus on those offices which the CLEC's have confirmed plans.
				
				Training/retraining :
				    SWBT: Completed
				    AIT: Completed
				    PB: To complete 12/15
				    SNET: Completed

__Draft__

LINE SHARING TURN-UP TEST

Work to be completed by Frame Due Date (Due Date – region specific):

1. Test for presence of load coils at MDF
    - ➢ If load coil(s) present, place order in jeopardy
    - ➢ LOC handles jeopardy notice to CLEC
2. SBC frame technician runs jumpers as appropriate
    - ➢ Run jumpers for MECP, MEOE, MEDT, MEDD (CLEC-provided CFA) between splitter and tie pairs
    - ➢ Remove original OE to CP jumper on MDF
    - ➢ Tie down new jumper at OE and CP
3. SBC frame technician performs ANI test at MECP "out" side of splitter (on IDF or MDF as appropriate) and at last CP frame appearance prior to leaving office
4. SBC frame technician addresses any technical issues if ANI fails
    - ➢ If no dialtone, technician traces new jumper work

5. SBC frame technician visually inspects MEDT or MECP jumper on IDF as appropriate
    - ➢ If ILEC owned splitter, verify MEDD wiring, by placing a tone at the MEDD and verifying the tone at the CP**.
6. If all steps above are completed and found to be accurate, frame completes work order
7. ILEC provides Service Order Completion notice (SOC intervals vary by region)
8. If order was placed in jeopardy for CLEC handling:
    - ➢ CLEC verifies DSL port open and provides digital signal/pilot tone if available
    - ➢ If CLEC verifies port is capable, call LOC to administer test assist with frame
    - ➢ If CFA port is defective or working, CLEC submits an LSR for a CFA change
    - ➢ If the CFA was tied down incorrectly, frame will re-run the jumper
9. SBC to complete activities 1-6 throughout the day but no later than 5:00 PM on Frame Due Date

Work to be completed after 5:00 PM on Frame Due Date:
1. CLEC tests loop, Mechanized Loop Testing at CLECs discretion, and cross-connect on jeopardy orders
2. If transmission trouble occurs, CLEC verifies port is open and digital signal is leaving the port
3. CLEC contacts LOC
4. SBC LOC technician contacts frame to isolate trouble
5. If trouble located in SBC network, SBC resolves problem.
6. If trouble located in CLEC equipment or network, CLEC elects to submit a new LSR to change a CFA assignment
7. All service orders that were placed in jeopardy will be held in jeopardy status in the LOC Provisioning Center for resolution for a period not to exceed 72 hours after due date
8. LOC contacts CLEC to allow CLEC to re-test the line. LOC coordinates with CLEC to ensure SBC has provided loop that meets continuity and balance specifications
9. LOC removes jeopardy and closes initial service order
10. If CLEC has not contacted the LOC within 72 hours of due date, SBC will complete the service order.

** We have found that if there are no splitter cards in the Splitter, a technician will not hear the tone at the CP location. This is a backup step to ensure cards are in the Splitter before we close out the order. We may need more discussion on this.

DRAFT
LINE SHARING
Maintenance Testing
(Maintenance Procedures Apply After Provisioning Interval)

The Local Operations Center, LOC, is the single point of contact for all CLEC maintenance requests within SBC. Each region has a dedicated center to support CLEC maintenance requests. All maintenance requests in the SNET region are received through the normal retail channel. SBC offers electronic interfaces in each region to pass CLEC trouble tickets directly to the SBC LOC. The SBC Plan of Record supports a uniform Maintenance Operating System for trouble reporting for all regions.

A CLEC may submit a trouble report to the LOC either electronically or verbally. Upon receipt, the LOC personnel begin investigating to find the root cause of the problem.

Root Cause Investigation Procedures: (subject to revision as experience is attained)

1. LOC performs an MLT Test to identify physical faults or obvious loop balance problems. (Dispatch to appropriate inside or field operations if a definitive trouble is identified)
2. LOC reviews Service Order to determine whether the loop is "Standard" or "Non Standard for DSL. ("Standard" complies with Bridged tap and loop length recommendations for support of DSL Service)
3. SBC frame technician performs ANI test at MECP "out" side of splitter (on IDF or MDF as appropriate) and at last CP frame appearance prior to leaving office.
4. SBC frame technician addresses any technical issues if ANI fails.
   ➤ If no dialtone, technician traces jumper work.
5. SBC frame technician visually inspects MEDT or MECP jumper on IDF as appropriate.
   ➤ If ILEC owned splitter, verify MEDD wiring,
6. Test for Pilot tone (Step to be technically reviewed)
7. Frame technician performs ANI test at the CP on MDF
   ➤ If no dial tone, trace jumpers
8. Frame Attendant repairs any defects found at the frame and refers activities and test results to LOC.
9. Frame technician tests for presence of load coils at MDF
   ➤ If load coil(s) present, discuss with LOC
10. LOC verifies Local Make Up (LMU of cable pair) The LMU is compared with the loop conditioning authorized by the CLEC
11. LOC contacts CLEC to handoff repaired trouble or to discuss situations where conditioning was not authorized on the Service Order. The CLEC may wish to issue an LSR to support conditioning.
12. If "No trouble found" (NTF), the CLEC may request a "Cooperative Test" with the LOC and frame attendant (as appropriate) on the line.
13. In the case of "Chronic Trouble", the CLEC may request a "Vendor Meet". The vendor meet is an appointment set for the CLEC field technical forces to meet with the ILEC field technical support at an agreed upon site. (A service charge to the CLEC will result when "Cooperative Testing" or "Vendor Meet" is requested and trouble is found to be in CLEC's area of responsibility. No charge will be issued if the trouble is proved into the SBC plant/equipment.)
If Frame finds that a port (CFA) has gone bad the Frame will contact the LOC. The LOC will contact the CLEC to get a new port assignment. The frame will change to the new port within the repair MTTR.
14.